

Sarah Kaye

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CCNA, A+, Network+

EXPERIENCE

Network Administrator

*Dell Perot Systems, U.S. Coast Guard,
Seattle WA*

2007-present
Contract employment

Performed system administration and maintenance in a Windows 2003/Active Directory environment. Provided user support for an independent Coast Guard unit, keeping systems and policies in line with Coast Guard enterprise standard. Specified, constructed, and maintained a stand-alone small office network to improve both effectiveness and security of mission-critical applications.

*Server administration
Troubleshooting and repair
User support
Liaison between units*

Desktop Support Technician

*SinglePoint Corporation,
Seattle WA*

August-December 2006

Initiated a high level of user support. Maintained professional standards of technical support. Managed routine network administration services in a Windows Server 2003/Active Directory environment. Communicated with vendors and coordinated service calls.

*Server administration
Desktop troubleshooting and repair
User support
MS Exchange administration*

Systems Administrator/Desktop Support

*Raytheon Polar Services Corporation,
Antarctica*

2000-2006
Seasonal contracts

Held positions of increasing responsibility and independence within the United States Antarctic Program. Performed server administration and maintenance. Initiated quality control and asset tracking systems that were approved and adopted by management. Received consistent high satisfaction rating in customer surveys. Developed and taught classes in standard business applications. Performed all job requirements successfully in remote locations with minimal support.

*Server administration
Desktop troubleshooting and repair
User support and training
MS Exchange administration
Mac OSX support*

Computer support/Radio operator

*Antarctic Support Associates,
McMurdo and South Pole Stations,
Antarctica*

1999-2000
Seasonal contracts

Provided Help Desk support for McMurdo Station. Worked in radio and satellite communications at the South Pole. Provided Help Desk support at the South Pole.

*User support
Radio communications
Satellite communications*

Technical editor and database administrator

*The Write Stuff,
on contract to Microsoft Corporation,
Redmond WA*

1996-1999
Multiple contract positions

Collaborated on a system to link natural-language user questions to help topics. Maintained a SQL help topic tracking database. Edited Help system text.

*Technical writing
Technical editing
Database administration*

Technical writer

*Slope Indicator Inc.,
Seattle WA*

1993-1995

Created manuals and other documentation for geotechnical measuring instruments. Wrote marketing brochures and a corporate newsletter. Specified a price-quoting database.

Technical writing

Software tester

*FTP Software,
Wakefield MA*

1990-1991

Established and maintained a software testing lab. Created internal reports and tracked bug fixes. Managed part-time testers.

*Software testing
Management*

CERTIFICATIONS

Cisco Certified Network Associate (CCNA),
February 2010

Wilderness First Responder, May 2009

CompTIA A+ PC Technician, August 2002.

CompTIA Network+ Certified Professional,
September 2002.

Swiftwater Rescue Technician, April 1995

Technical Writing Certificate, August 1994

TRAINING

Mac OSX Support Essentials, September 2005

Fire School/Ocean Search and Rescue,
September 2005

Supporting Windows XP, August 2003

Active Directory Implementation and Support,
July 2003

MS Exchange Administrator, June 1999

Intensive Spanish, November 1998

EDUCATION

BA in Technology Studies

Hampshire College, Amherst MA

CLASSES TAUGHT

User Account Processing for Technicians

Introduction to Windows and Email

Basic/Intermediate Excel 2003

Basic/Intermediate Word 2003

MS Access 2003

MS PowerPoint 2003

Basic/Intermediate/Advanced HTML

Internet Safety

PC Hardware and Troubleshooting

Basic Image Editing